

Unlimited HotSpot Calling & T-Mobile @Home Services: E9-1-1 Information for PSAPs

T-Mobile is currently providing two services, **Unlimited HotSpot Calling** and **T-Mobile @Home** service, that can provide GSM service over a traditional cellularized network as well as a Wi-Fi network. These services leverage T-Mobile's current 9-1-1 network, which interfaces with PSAP networks nationwide. The end user must be an existing T-Mobile GSM subscriber in order to add these services to their account. Unlimited HotSpot Calling and T-Mobile @Home services utilize Wi-Fi together with the end user's broadband connection to complete calls.

Unlimited HotSpot Calling can be used anywhere a WiFi connection is available to the end user. With Unlimited HotSpot Calling, the subscriber purchases a dual-mode handset that can use either UMA (Unlicensed Mobile Access), Wi-Fi technology, or T-Mobile's GSM network to deliver calls. If a 9-1-1 call is made from the dual-mode device, the handset will first attempt to complete the call over the GSM network, as a typical GSM handset would do from T-Mobile's GSM network today. Unlimited HotSpot Calling allows customers to experience improved in-building coverage, and domestic calls are free for a low monthly fee.

T-Mobile @Home service requires the use of a special T-Mobile WiFi router (called the Hi-Port™), which allows the end user to "plug in" up to 2 landline connections. The router also serves as a WiFi access point in the home which can provide support for the Unlimited HotSpot Calling product.

Each service requires the customer to register their E9-1-1 address at the point-of-sale, and users can update their address in several easy ways when service is moved. When 9-1-1 is dialed, the registered address will be displayed for the 9-1-1 call taker on their ALI screen. In the very near future, the registered addresses will be MSAG-validated and formatted to fit the PSAP's ALI system requirements.

In the meantime, call takers will see the following displayed:

T-Mobile@home caller, verify address

12345 S Main St, City, State, Zip (user provided address)

Class of service: WPH1 or WPH2 (depending on your agency)

Callback number: Displayed in same location as a wireless call on your ALI

Loc: T-Mobile@Home

Frequently Asked Questions:

What devices are available for purchase?

T-Mobile provides two types of service that leverage GSM technology over a Wi-Fi connection: “Unlimited Hotspot Calling” and “T-Mobile@Home”. Unlimited Hotspot Calling uses a mobile device which operates on GSM and available WiFi networks, while the T-Mobile@Home service leverages the same underlying technology to provide home phone (corded or cordless) service.

What will the call-taker see on their screen?

Today the call will appear as a normal wireless call, with the exception that the customer-provided address will also be displayed.

Will I receive the caller's call-back number?

Yes, in the same location as you would for a wireless call.

Who should I contact for emergency subscriber information questions?

You should contact T-Mobile's Law Enforcement Relations (LER) team at 973-292-8911, just as you would for a wireless call. Please follow up with a written request via fax on your agency's letterhead. The LER fax number is 973-292-8697.

What happens when the power goes out?

The @Home router, like any device using electrical power, will currently not operate if there's a general power outage, unless the subscriber has installed a UPS device or has other a back up power supply.

Can a subscriber receive dial tone without providing a E9-1-1 address?

No. The subscriber must provide T-Mobile with a valid 9-1-1 address in order to receive dial tone.

How does T-Mobile validate the address?

Today the address is validated to postal standards. In the very near future, T-Mobile will migrate to MSAG-valid and MSAG-formatted addresses.

When dialing 9-1-1 using the Unlimited HotSpot Calling dual-mode handset in a T-Mobile Hotspot location such as Hyatt, Borders Books, etc, what address is displayed for the 9-1-1 call taker?

T-Mobile will utilize the address for the business in which the Hotspot is located.

Can the Unlimited HotSpot mobile device travel between GSM and WiFi service?

Yes. The mobile device is engineered to prefer the GSM wireless network to complete 9-1-1 calls, however, it can use WiFi to complete a 9-1-1 call if GSM is unavailable.

Is the subscriber responsible for ensuring their E9-1-1 address remains current?

Yes. Because the user is in the best position to know the location of the WiFi router being utilized, the user has the responsibility to maintain their E9-1-1 address. T-Mobile has proactively communicated this responsibility at several different touch points. Address updates can be accomplished via T-Mobile.com or by calling T-Mobile Customer Care.

There are customer FAQs on the T-Mobile.com website. Click on “Public Safety/9-1-1” at the bottom of the T-Mobile.com website, or go to the following website address to view the information:

<http://www.t-mobile.com/company/publicsafety.asp>

**T-Mobile @Home
HiPort™**

